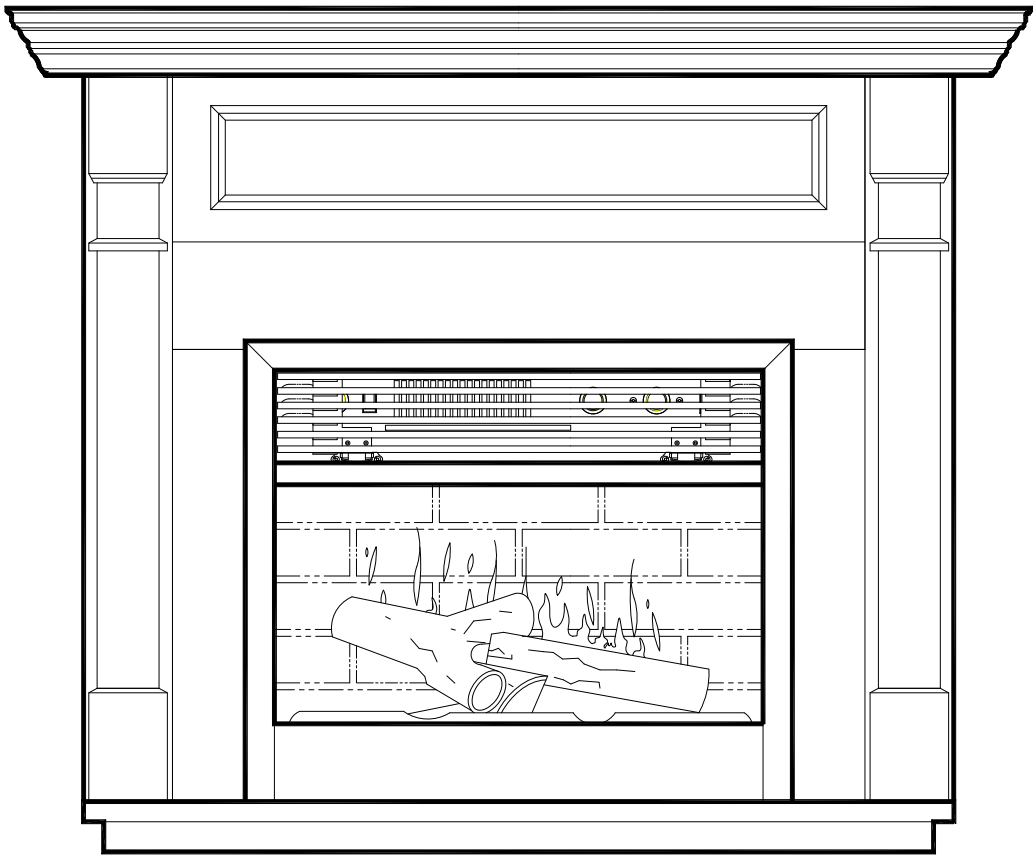
# MODEL SF3202

## SERVICE MANUAL



Dimplex®

7400670000R02

## Contents


OPERATION ..... 2
REMOTE CONTROL OPERATION ..... 3
REPLACEMENT PARTS ..... 7
WIRING DIAGRAM ..... 8
LOWER BULB REPLACEMENT ..... 9
UPPER BULB REPLACEMENT ..... 10
TO REPLACE LED/SWITCH HARNESS ..... 11
TO REPLACE FLAME SPEED CONTROL ..... 12
TO REPLACE FLAME MOTOR/FLAME ROD ..... 13
TO REPLACE HEATER ON/OFF SWITCH ..... 14
TO REPLACE HEATER ASSEMBLY ..... 15
TO REPLACE THE CIRCUIT BOARD ..... 16
TO REPLACE THE POWER CORD ..... 17
TROUBLESHOOTING GUIDE ..... 18
GENERAL ..... 18
APPEARANCE ..... 18
HEATER ..... 19
NOISE ..... 20

# OPERATION

**Electric Fireplace Manual Controls**

**A. Manual on/off switch**

1. The fireplace has a manual power ON/OFF switch located on the control panel of the fireplace.
2. To operate press the switch once, to turn the unit on. A red light will illuminate to indicate the power is on. Press the switch again to turn the unit off.

**NOTE:**

When the manual power switch is used the heater will run.

The manual ON/OFF switch is to be used only when the remote transmitter is OFF.

**B. Flame action control**

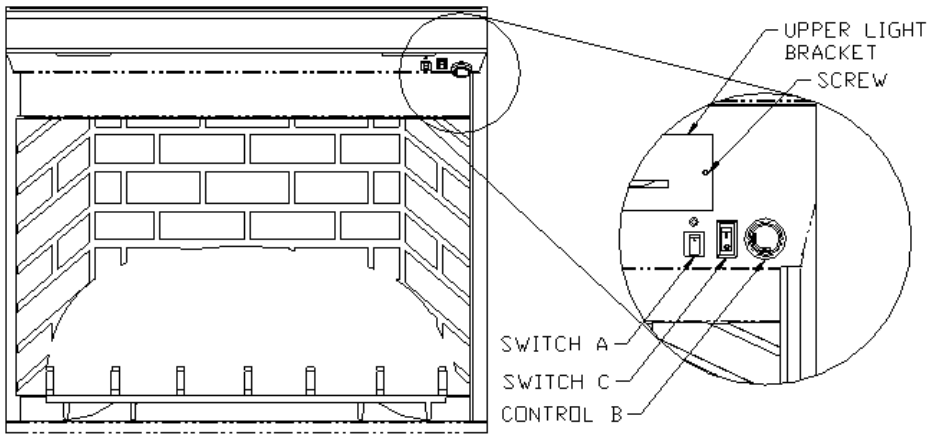
Turn the flame action control knob to adjust the flame speed control to the desired level.

**C. Heater override switch**

When the Manual on/off switch is in the on position the heater will run. Turn the heater override switch to the off position to shut off the heater.

**NOTE:**

Ensure that the heater override switch is in the on position for the heater to work with the remote control.




# RESETTING THE TEMPERATURE CUTOFF SWITCH

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the MAIN ON/OFF SWITCH to OFF and waiting 5 minutes before switching the unit back on.

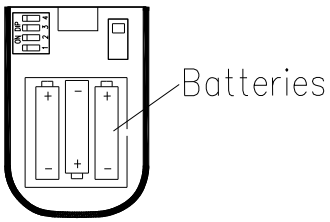
**CAUTION**

If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-800-668-6663.

# REMOTE CONTROL OPERATION

### Initializing the Remote Control

1. Turn on the electrical power at the circuit breaker.
2. Slide open the battery cover on the back of the remote transmitter.
3. Install three AAA batteries into the remote control. Replace the battery cover.




**Note:**
The LCD display will flash when new batteries are inserted.

4. Move the remote transmitter close to the fireplace (less than five feet preferred). Press any button on the remote control. The remote is transferring the code to the receiver built into the fireplace.
5. Set the clock by depressing the button marked clock on the transmitter for five seconds. The hour display will flash.
6. Use the up and down buttons to set the hour.
7. Press the clock button again and the minute display will flash.
8. Use the up and down buttons to set the minute.
9. Press the clock button again and the $^{0}$F or $^{0}$C display will flash.
10. Use the up and down buttons to select the remote to display temperature in $^{0}$F or $^{0}$C
11. Press the clock button again. The remote control is now ready for operation.

**Warning:**
It takes some time for the receiver to respond to the transmitter. Do not press the buttons more than once within two seconds for correct operation.

**Note:**
The fireplace has an automatic timer function that will shut your fireplace off if the remote control has not been operated within a six-hour period.

### Auto Mode

**Note:**
When auto mode is activated the flame and heat will turn on. The heater will turn on and off to keep the room temperature the same as the remote controls set temperature.

1. Press POWER button to turn unit on. (There may be a slight delay)
2. Press the UP or DOWN buttons to change the set temperature, if desired.
3. In auto mode the remote transmitter will automatically turn on the flame and heater when the room temperature is below the target temperature and turn off the heater ONLY when the room temperature is above the target temperature.
4. Press POWER button once to turn unit off.

## Timer Mode

1. You can set the timer to the length of time you want the unit to operate
2. (1 to 120 minutes).
3. Press the TIMER button once. The timer display will blink ---
4. Press the UP and DOWN buttons to adjust the timer display in minutes.
5. Press the TIMER button once to set the timer.
6. The timer setting can be reset by pressing the TIMER button and using the DOWN button until the timer display reads ----, press the TIMER button once to set the timer.
7. Press the POWER button to turn the unit on.
8. The fireplace will automatically shut off when the timer reaches 0 minutes.

## Child Proof Function

1. Remove the battery cover on the back of the remote control.
2. Slide the small blue switch down to activate the child proof function.
3. Child Proof will appear on the display screen and all function on the remote will be locked.
4. To enable normal remote control operation when the child proof function is activated, press the up and down buttons in the following sequence,
   UP-DOWN-DOWN-UP-DOWN the remote functions will now operate normally. The remote will return to the child proof function if buttons are not pressed after two minutes.
5. To disable the child proof function remove the battery cover on the back of the remote and slide the small blue switch up.

## Batteries

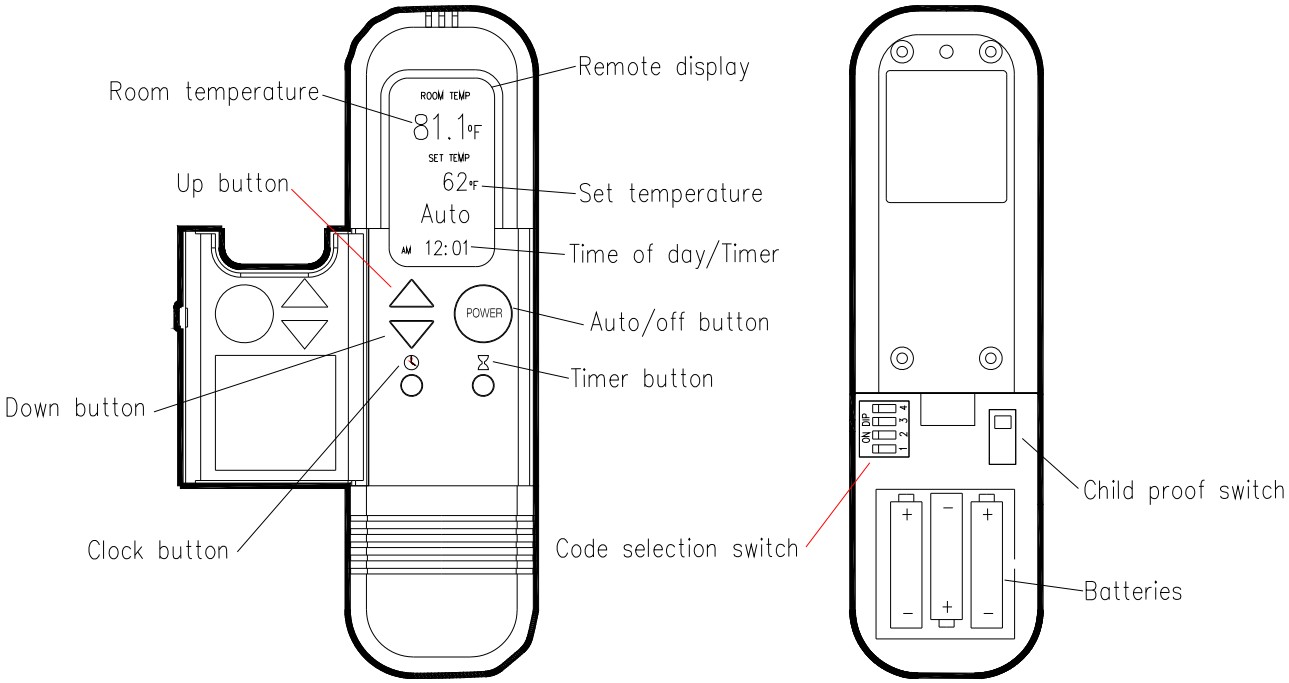
1. The remote control uses 3 AAA size batteries (included). Replace these batteries at least every 6 months or when the low battery appears on the remote display screen.
2. When batteries are removed wait at least 1 minute before replacing with new batteries.

### Code selection

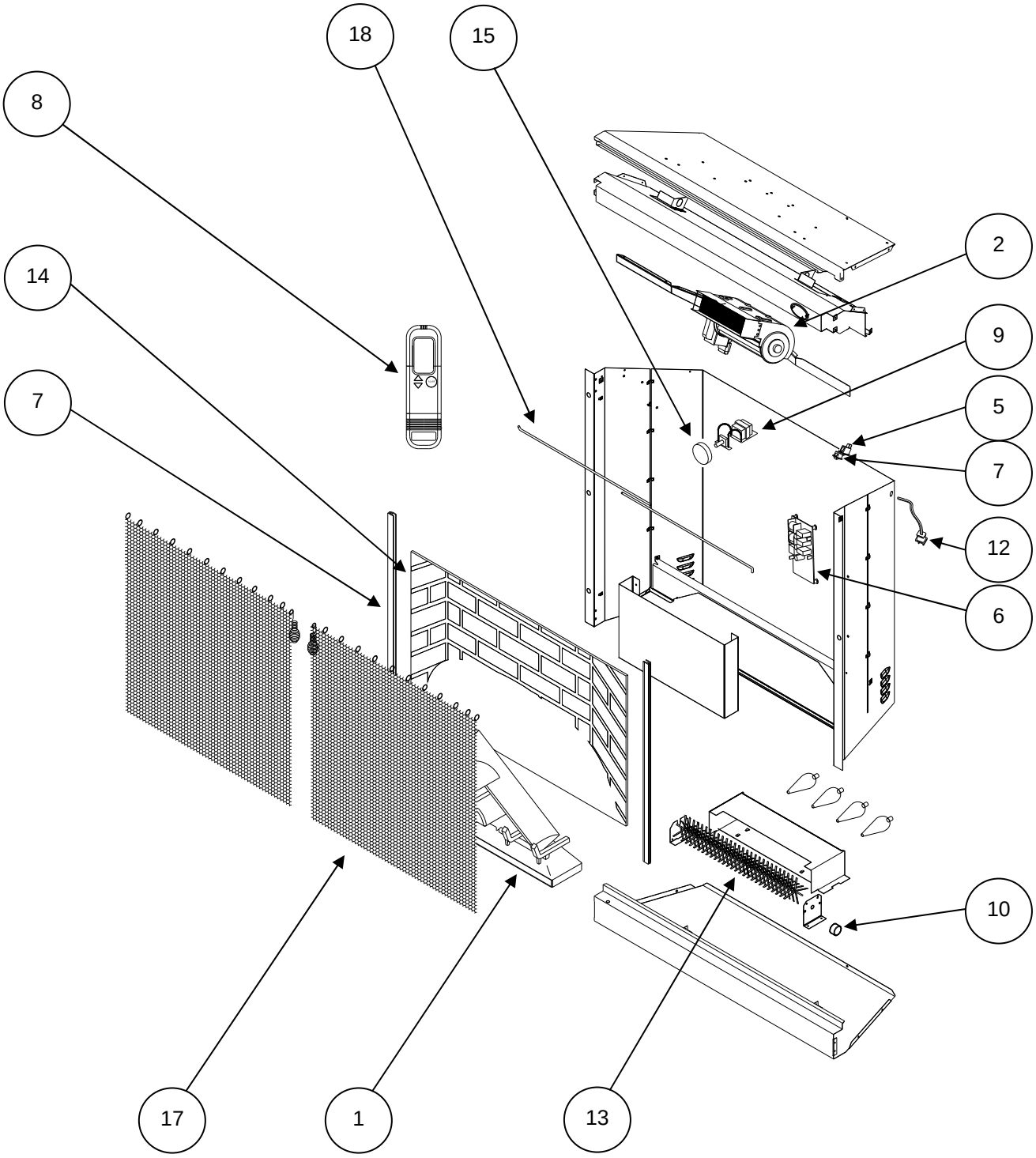
If the current remote control is interfering with the operation of other remote control devices (TV, VCR, garage doors etc.) The code can be changed on the remote.

**To change code:**

1. Remove the battery cover on the back of the remote control.
2. Slide the four small switches to any configuration other than the factory set code.
3. Remove the batteries, wait for one minute.
4. Install the batteries.
5. Install the battery cover onto the remote.
6. Reinitialize the remote.


Room temperature
Remote display
ROOM TEMP
81.1°F
SET TEMP
62°F
Auto
AM 12:01
Up button
Set temperature
Time of day/Timer
POWER
Auto/off button
Timer button
Down button
Clock button
Code selection switch
Child proof switch
Batteries
ON DIP
1 2 3 4

SF3202



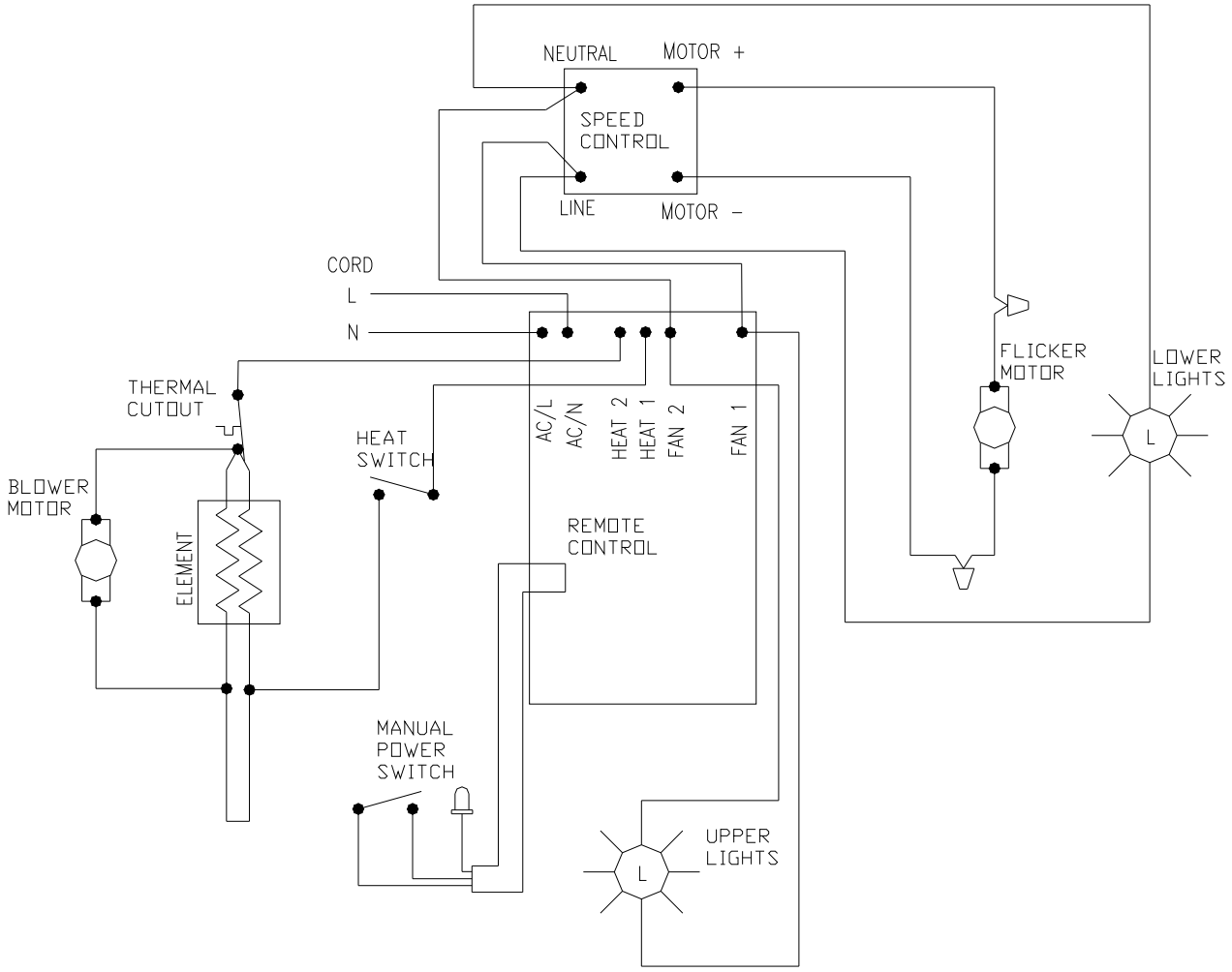
# REPLACEMENT PARTS

FIREPLACE 32” - SYMPHONY

| | | |
|---|---|---|
| **CATALOGUE NO.** | **SF3202** | **SF3202** |
| **PART NO.** | **6901340159** | **6901340159** |
| **MOD LEVEL:** | **A** | **B** |
| **MADE IN:** | **CANADA** | **CANADA** |

| **REPLACEMENT PART** | **REPLACEMENT PART NO.** | |
|---|---|---|
| 1. LOG SET | 0438550100RP | 0438550100RP |
| 2. HEATER ASSEMBLY | 2000230100RP | 2000230100RP |
| 3. LOWER LIGHT HARNESS | 2500190500RP | 2500190500RP |
| 4. UPPER LAMPHOLDER ASSEMBLY | 4200120900RP | 2500200100RP |
| 5. HEATER ON/OFF SWITCH | 2800070200RP | 2800070700RP |
| 6. CIRCUIT BOARD | 3000210100RP | 3000210100RP |
| 7. LED/SWITCH HARNESS | 3000210400RP | 3000210400RP |
| 8. REMOTE CONTROL | 3000211500RP | 3000211500RP |
| 9. FLAME SPEED CONTROL | 3000180100RP | 3000240100RP |
| 10. FLAME MOTOR | 2000150200RP | 3000240200KIT |
| 11. BUSHING, SNAP-IN | 8500000400RP | 8500000400RP |
| 12. CORD SET | 4100040400RP | 4100040400RP |
| 13. REFLECTOR ASSEMBLY | 5900080700RP | 5900080700RP |
| 14. GLASS, SEMI-SILVERED | 5900160700RP | 5900160700RP |
| 15. CONTROL KNOB | 8800000200RP | 8800000200RP |
| 16. BUSHING | 8500000600RP | 8500000600RP |
| 17. STEEL CURTAIN | 8800240503RP | 8800240503RP |
| 18. STEEL CURTAIN ROD | 8800250400RP | 8800250400RP |

# WIRING DIAGRAM



If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Light bulbs need to be replaced when you notice a dark section of the flame. There are four bulbs under the log set which generate the flames and embers.

It is a good idea to replace all of the light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace the light bulbs.

# LOWER BULB REPLACEMENT

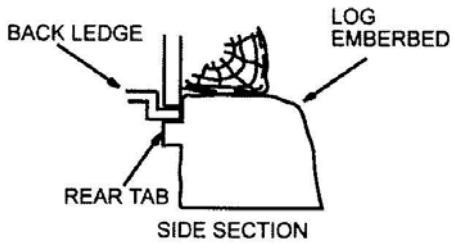
1. Lift up the front edge of the log until it clears the front tabs. Pull out until the rear tab clears the back ledge, then lift out.

2. Examine the bulbs to determine which bulbs require replacement.

3. Hold the socket while unscrewing the bulb.

4. Hold the socket while screwing in the new bulb.

5. Replace the log emberbed by placing the back lip of the log emberbed under the mirror then push the front of the log emberbed down into the recess.




**LOWER LIGHT BULB REQUIREMENTS**
Quantity of 4 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 watt rating.

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

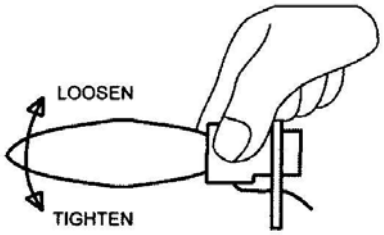
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Light bulbs need to be replaced when you notice a dark section of the flame. There are four bulbs under the log set which generate the flames and embers.

It is a good idea to replace all of the light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace the light bulbs.

# UPPER BULB REPLACEMENT

1. Remove upper light bracket with a screwdriver.
2. Replace bulb.
3. Reassemble in the reverse order as above.



REMOVING AND REPLACING
BULB WHILE HOLDING SOCKET

**UPPER LIGHT BULB REQUIREMENTS**
Quantity of 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 7 watt rating.

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

# TO REPLACE LED/SWITCH HARNESS

1. Remove the firebox from the back of the mantel.

2. Remove the retaining screws on the top cover and remove the top being careful not to damage any of the wiring.

3. Locate the LED/switch harness mounted on the inner panel and disconnect the wiring clips and connections noting their original locations.

4. Depress the retainer clips on the rear of the switch and push the switch out of the inner panel.

5. Properly orientate the new switch and connect all of the wiring clips and connections.

6. Reassemble in the reverse order as above.

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

# TO REPLACE FLAME SPEED CONTROL

1. Remove the firebox from the back of the mantel.

2. Remove the retaining screws on the top panel and remove the top being careful not to damage any of the wiring.

3. Pull off the control knob from the flame speed control and remove the mounting nut.

4. Locate the flame speed control mounted to the side panel and disconnect the wiring clips and connections noting their original locations.

5. Break off the four mounting studs on the flame speed control by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the side panel.
   **NOTE:** New mounting studs are supplied with the replacement speed control.

6. Properly orientate the new flame speed control and connect all of the wiring connections.

7. Reassemble in the reverse order as above.

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

# TO REPLACE FLAME MOTOR/FLAME ROD

1. Remove the log set by lifting up the front edge of the log until it clears the front tabs. Pull out until the rear tab clears the back ledge, then lift out.

2. Cut the flicker motor wires close to the flicker motor end with wire cutters.

3. Remove the reflector rod from the flicker motor by pulling the end of the rod to the left and cut the reflector spring with wire cutters. **DO NOT TAKE THE LEFTOVER SPRING OFF THE END OF THE REFLECTOR ROD**

4. Remove the (2) screws securing the flicker motor to the flicker motor bracket.

5. Discard the old flicker motor.

6. Pick up the 1 ½" rubber sleeve and locate over remaining spring on reflector rod. **ENSURE TO LOCATE THE LARGE OPENING OF THE RUBBER SLEEVE OVER THE REMAINING SPRING OF THE REFLECTOR ROD.**

7. Pick up new flicker motor and cut wire leads to 3 ½" long with wire cutters.

8. Secure new flicker motor to the existing reflector rod. Ensure the flicker motor bracket is in between the motor and the reflector rod.

9. Pick up slip joint pliers and adjust to proper slot.

10. Pick up wire connector and place (1) yellow wire into each terminal. (total of 2 yellow wires)

11. Secure wire connector by crimping the 3M symbol with slip joint pliers.

12. Pull on end of wires to ensure a strong connection.

13. Repeat this process for the (4) remaining wires. (red, blue, orange, grey)

14. Reassemble in the reverse order.

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

# TO REPLACE HEATER ON/OFF SWITCH

1. Remove the firebox from the back of the mantel.

2. Remove the retaining screws on the top panel and remove the top being careful not to damage any of the wiring.

3. Locate the heater on/off switch mounted to the inner panel and disconnect the wiring clips and connections noting their original locations.

4. Depress the retainer clips on the rear of the switch and push the switch out of the inner panel.

5. Properly orientate the new switch and connect all of the wiring clips and connections.

6. Reassemble in the reverse order as above

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

# TO REPLACE HEATER ASSEMBLY

1. Remove the firebox from the back of the mantel.

2. Remove the retaining screws on the top panel and remove the top being careful not to damage any of the wiring.

3. Locate the heater assembly and disconnect wiring clips and connections noting their original locations.

4. Locate and remove the heater mounting screws from inside the top of the firebox and remove the heater assembly.

5. Properly orientate the new heater assembly and connect all of the wiring connections.

6. Reassemble in the reverse order as above.

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

# TO REPLACE THE CIRCUIT BOARD

1. Remove the firebox from the back of the mantel.

2. Remove the retaining screws on the top panel and remove the top being careful not to damage any of the wiring.

3. Locate the circuit board mounted on the side panel and disconnect the wiring clips and connections noting their original locations.

4. Break off the six mounting studs on the flame speed control by grasping with pliers and twisting on the protruding part of the stud, push the remainder of the studs out through the top panel.
   **NOTE:** New mounting studs are supplied with the replacement speed control.

5. Properly orientate the new circuit board and connect all of the wiring connections.

6. Reassemble in the reverse order as above.

If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

# TO REPLACE THE POWER CORD

1. Remove the firebox from the back of the mantel.

2. Remove the retaining screws on the top panel and remove the top being careful not to damage any of the wiring.

3. Located and disconnect the power cord wiring connections noting their original locations from the circuit board.

4. With needle nose pliers grasp the power cord strain relief grommet from inside the rear panel and push while twisting to remove.

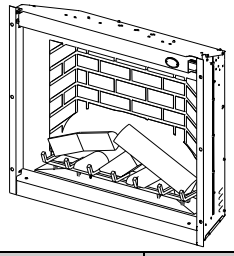
5. Pull the power cord out through the hole in the rear cover.

6. Install the new cord set through the hole in the side panel by placing the strain relief over the cord, hold the strain relief with pliers and slide into mounting hole.

7. Connect all of the wiring connections in their original locations on the circuit board.

8. Reassemble in the reverse order as above.

# TROUBLESHOOTING GUIDE



## GENERAL

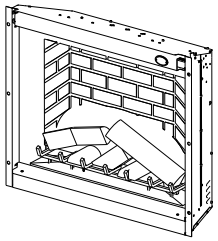
| Problem | Cause | Solution | Service Manual Reference |
|---|---|---|---|
| Circuit breaker trips or fuse blows when unit is turned on | Improper circuit current rating | Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit | |
| Unit turns on or off by itself | Remote control has a similar frequency to other remotes in the area | Select alternative frequency code | Page 1 |
| | Radio frequency disturbance from outside sources | | |
| Lights dim in room while the unit is on | Unit is drawing close to circuit current rating | Move the unit to another outlet or install unit on a dedicated 15 amp circuit | |
| Power cord gets warm | Normal operation | The power cord may get slightly warm to the touch when the heater is on | |
| | Defective power cord | Replace power cord | Page 16 |

## APPEARANCE

| Problem | Cause | Solution | Service Manual Reference |
|---|---|---|---|
| Fireplace does not turn on | Improper operation | Refer to User's Guide | |
| | Defective main on/off switch | Replace main on/off switch | Page 10 |
| | Defective remote control | Install new batteries into the handheld transmitter / reinitialize | Page 1 |
| | Loose wiring | Check wiring connections | Page 7 |
| Flame frozen | Defective flame motor | Replace flame motor | Page 12 |
| | Loose wiring | Check wiring connections | Page 7 |
| Flame not bright or flame not visible | Burnt light bulbs | Replace light bulbs | Page 8 |
| | Loose wiring | Check wiring connections | Page 7 |
| | Defective light harness | Replace light harness | |
| Log set dim, ember bed not glowing | Burnt light bulbs | Replace light bulbs | Page 8 |
| Flame Shutter | Defective flame motor | Replace flame motor | Page 12 |

SF3202

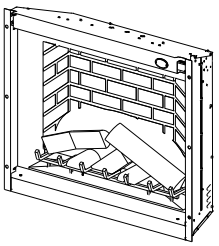
# TROUBLESHOOTING GUIDE



## HEATER

| Problem | Cause | Solution | Service Manual Reference |
|---|---|---|---|
| Heater is not turning off | Defective heater on/off switch | Replace heater on/off switch | Page 13 |
| | Improper operation | See User's Guide | |
| | Loose wiring | Trace wiring in unit | Page 7 |
| Heater is not turning on | Defective heater on/off switch | Replace heater on/off switch | Page 13 |
| | Defective heater assembly | Replace heater assembly | Page 14 |
| | Improper operation | See User's Guide | |
| | Loose wiring | Trace wiring in unit | Page 7 |
| Heater emits an odour | Normal operation | Normal operation is when the heater emits an odour for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation. | |
| | Defective heater assembly | Replace heater assembly | Page 14 |
| | Loose wiring | Trace wiring in unit | Page 7 |
| Heater fan turns on but heater lacks heat | Improper operation | See User's Guide | |
| | Loose wiring | Trace wiring in unit | Page 7 |
| | Defective heater assembly | Replace heater assembly | Page 14 |
| Heating element is glowing red | Normal operation | Small glowing sections of the element are considered normal. | |
| | Defective heater assembly | If larger glowing sections are causing the heater to trip the thermal cut out, unplug unit, discontinue use and replace heater assembly | Page 14 |

# TROUBLESHOOTING GUIDE



## HEATER (CONTINUED)

| Problem | Cause | Solution | Service Manual Reference |
|---|---|---|---|
| Heater fan runs continuously | Loose wiring | Trace wiring in unit | Page 7 |
| | Defective heater on/off switch | Replace heater on/off switch | Page 13 |
| | Defective heater assembly | Replace heater assembly | Page 14 |

## NOISE

| Problem | Cause | Solution | Service Manual Reference |
|---|---|---|---|
| Excessive noise with the heater on | Dirty blower assembly | Clean blower assembly | |
| | Defective blower assembly | Replace heater assembly | Page 14 |
| Grinding or excessive noise with the heater off | Moving flame rod hitting or rubbing against internal components | Flame rod replacement | Page 12 |
| | Defective flame motor | Replace flame motor | Page 12 |